

The Publication for the Employees of the Department of Personnel & Administration

## NY STATE EMPLOYEES AT GROUND ZERO SYMBOLIZE THE AMERICAN SPIRIT

By Troy A. Eid

GROUND ZERO, NEW YORK – Keith Kostanoski joined state government in his home of New York City

beats in the Bronx and Lower Manhattan before getting his big break: a job with the New York-New Jersey Port Authority Police, the state agency responsible for bridge and tunnel crossings and airport security. His new office was just a stone's throw away from the World Trade Center.

Kostanoski and his fiancée, an aide to New York Governor George Pataki, often met after work at the WTC along with other young professionals from the various state offices located there and in the

surrounding neighborhood. The evening of September 10, 2001, Kostanoski, 26, had dinner with friends at the WTC, then headed home to his apartment in Queens.

He was awakened the next morning by frantic knocking on the door from his landlord, who had just heard about the first plane crash. Moments later, Kostanoski was speeding toward the WTC.

By the time he reached the Holland Tunnel, the first of the Twin Towers had collapsed.

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*The newly opened 9/11 Victims' Memorial overlooks Ground Zero, a 36-acre site where the World Trade Center once stood, and where recovery operations are expected to continue into the summer.*

for the same basic reasons others seek careers with the State of Colorado; a challenging job, the chance to work with other talented professionals, and the opportunity to help his fellow citizens.

Little did Keith realize how much the public would soon expect from him, or the sacrifice his co-workers would make – some to the point of giving their very lives.

After graduating from college, Kostanoski signed up with the New York City Police Department. He walked

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For the next three weeks, Kostanoski would work 12-hour shifts on the shovel brigade digging for survivors.

"More than 200 floors of office space and I never found a single chair or even a telephone," he recalls. "That



*Keith Kostanoski of New York's homeland security office visits the Law Enforcement Memorial at Ground Zero. Behind him are photos of fellow New York Port Authority Police who perished in the World Trade Center. About 100 state employees and 400 city workers died in the Sept. 11<sup>th</sup> attacks.*

whole time digging I only found a small piece of one chair and a plastic fragment from a phone. The rest was turned into dust."

Following the 9/11 attacks, Governor Pataki established the New York State Office of Public Security. This is the counterpart to Colorado's own homeland security agency, the Colorado Office of Preparedness and Security, led by Suzanne Mencer. Kostanoski was tasked to the new office in New York as the liaison officer for the Port Authority Police.

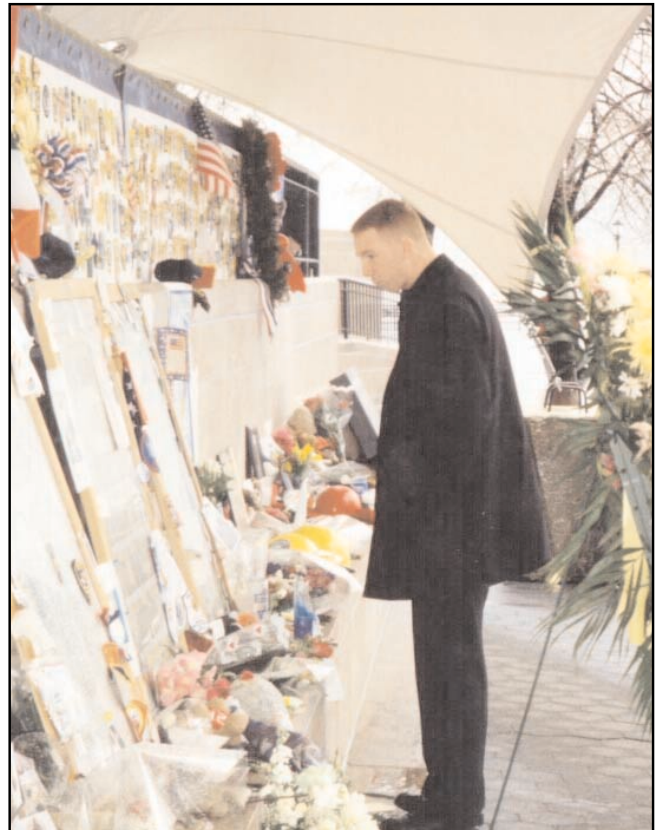
At Mencer's suggestion, I visited Ground Zero on a cold and rainy Monday morning while in New York last month as the guest of the New York homeland security office. Officer Keith Kostanoski met me near JFK Airport and drove me to Lower Manhattan and Ground Zero. We visited the two temporary memorials that have been established for victims and their families.

The first memorial, on the waterfront about a block from Ground Zero, honors the police and firefighters who died while responding to the 9/11 attacks. The second, which opened on the six month anniversary of the tragedy last month, is a plywood observation platform that overlooks the site of the former Twin Towers. The platform has a wall that lists the names of all known victims of the attacks. Both memorials are adorned with tens of thousands of personal notes, photos and personal affects from grieving family and friends.

My first thought upon visiting these memorials was Columbine. I remembered the makeshift tributes in Clement Park to the victims of the April 20, 1999 shootings. The World Trade Center memorials were reminiscent of those at Columbine, only on a much larger scale. The sadness in both cases was overwhelming.

Keith pointed out pictures of friends and colleagues who had died in the attacks: His roommate at the police academy; officers he knew from the beat; friends and acquaintances from the neighborhood. The New York Port Authority Police lost 37 officers in the 9/11 attacks. Another 37 of its civilian employees also perished. All told, about 100 state employees and another 400 city employees died while serving their fellow New Yorkers.

As Keith talked, I was struck by the incredible diversity of America as reflected in the lives lost that day. The victims came from nearly every country imaginable, rich and poor, young and old, white and black and brown, Jews and Christians and Muslims. All of them worked together in those buildings. They lived and  
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*Kostanoski spots a photo of a former Police Academy roommate, one of several friends who died that day.*



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worked together in peace because they shared the same basic values. That reality is what so terrifies the terrorists. They hate the idea of America because America *works*.

I mentioned to Keith that several Colorado state employees had traveled to New York after the attacks to volunteer their time and energy to the relief efforts. I asked what he and the other first-responders thought of this outpouring of support. Did the volunteers get in the way? Or did they really make a positive difference?

Keith answered instantly. "The volunteers were the true patriots," he said. "The rest of us were just doing our jobs. The volunteers didn't need to be there. They kept the rest of us

going. I never heard one bad word about the volunteers. Only praise. They're the greatest."

Keith, of course, is just being modest. He wasn't "just doing his job." He was doing his *best* – just as other state employees in New York and Colorado do every day in a million unsung ways that, when taken together, symbolize the enduring spirit of America.

***As executive director of the Colorado Department of Personnel & Administration, Troy A. Eid is the chief administrative officer for Colorado's \$13.2 billion state government.***

***Editor's Note:*** This article also appears in the April edition of *Stateline*.



*"Now it just looks like a massive construction site," Kostanoski says. "You can't believe what it looked like just a few months ago."*

## NEW FLEXTIME POLICY

Thanks to the efforts of the executive management team, the Employee Council and Karen Fassler (HR Programs Administrator) our department has a new flextime policy. This policy is aimed at providing employees greater flexibility in balancing their professional and personal lives. If you are interested in formulating a flextime schedule please work with your immediate supervisor to devise a schedule. The necessary forms may be obtained from your HR liaison.

## EMPLOYEE COUNCIL FUND-RAISER

The DPA Employee Council is selling See's candy bars in order to raise funds for this year's employee picnic. Please support this effort by buying a candy bar from your division's council representative.

## STATELINE

If your division is no longer receiving *Stateline* or you are not receiving enough copies, please contact Julie Postlethwait at [julie.postlethwait@state.co.us](mailto:julie.postlethwait@state.co.us) 303-866-6095.

## APRIL 10<sup>TH</sup> BLOOD DRIVE AND ORGAN DONATION REGISTRATION

In the weeks and months following the 9/11 tragedy, volunteers donated record numbers of blood to our nation's blood banks. Although, the number of donations have fallen off, the need hasn't.

On April 10<sup>th</sup>, come by 1525 Sherman Street, B70 and make a donation. Please contact Sue Schiffmacher by email or call 303-866-6107 if you are interested in donating and would like to be added to the schedule. Please, take this opportunity to help those in need.

## LETTERS OF APPRECIATION

Dear Mr. Eid,

I'm writing to express our profound appreciation for the leadership that Colorado provided over the past two years as we joined together in a partnership to explore and pilot an eProcurement initiative. While the pilot didn't validate the business case for moving forward into production with NIC Commerce, that fact does not diminish the pioneering leadership provided by Richard Pennington and the Colorado project team.

It has been a pleasure to closely work with Richard, Bill Austin, Denise Tatnall, Valerie Klemme, and many other top notch professionals in your organization. We have the highest regard for all involved. Particularly, I want you to know of our gratitude for Richard Pennington's Efforts. He fulfilled the role as the managing partner in this project with intelligence, integrity, diplomacy and perseverance. During my 17 year tenure as Utah's purchasing director, I have had the privilege of working with many, many excellent purchasing professionals. If I were asked to nominate all-stars from that group, Richard would definitely be on the first team! Colorado is fortunate indeed to have him serving your citizens.

Again, thanks for all of the significant efforts of the Colorado projects team. We have viewed the relationship on this project between the two states to be unique and beneficial.

Sincerely

Douglas G. Richins  
Director of Purchasing  
State of Utah  
Department of Administrative Services

To: Art Barnhart, State Controller  
From: Brad Mallon, State Workforce Development Administrator  
Date: March 1, 2002  
Re: Yvonne Anderson, Donna Barr, Bob Bowers, Rod Wolthoff, Phil Holtmann and Joi Simpson and their assistance in Colorado Contract Training.

This is a memo of thanks and recognition for the assistance of your staff and others in DPA and the Attorney General's Office in the state contracts training program this year. They have done a great job.

As you will recall, earlier this fiscal year we were seeking ways to improve the contracts training program by having greater involvements by the central approver staff. Each of the above named folks has attended

planning meetings, reviewed materials, prepared presentations and delivered program segments in the contracts program this year. Participant feedback has been very positive. The job these folks have done on this project has been excellent and you can be proud of their contribution to the ongoing contracts training effort.

In closing I want to particularly thank you for making your staff so available to state employees who work with contracts. Many of the issues we face in contracting are resolved quickly and efficiently through the training efforts and the personal assistance provide by Yvonne, Phil, Joi, Donna, Bob and Rod. Thanks again for all their good work this year.

## KUDOS CORNER

Daniel Muñoz and Sean Murphy of the motor pool received a note of thanks from Sue Darnel of Central Services. "I have had many occasions to use state vehicles during the year that I've been with Central Services, and the vehicles are always clean, fueled-up, in good running condition, and ready on time."

## PERSONNEL CHANGES

### New Employees:

Mara Warren - EO  
Jeff Woodhouse - EO

### Promotions:

Mickey Crist - DHR  
Monica Cortez-Sangster - EO

### Departing Employees:

Doug Myers - DoIT  
Mario Nicolais - DOAH  
Ave Isabell - DCS

### Retirements:

Ann Kelly - DHR  
Clay Powers - Application Services

## ON THE MOVE

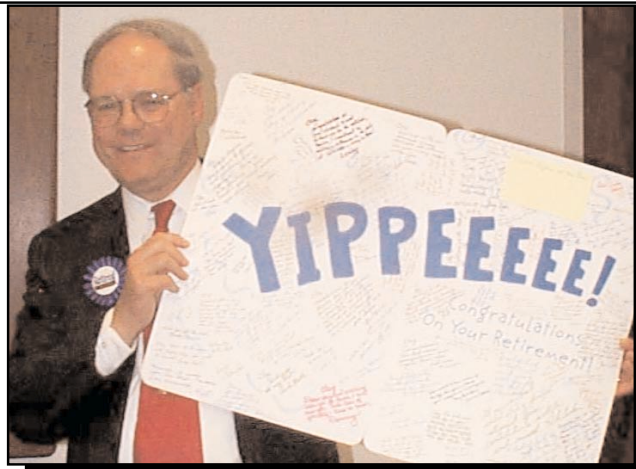
The DPA Human Resources Unit and payroll officer have moved into the Executive Office at 1600 Broadway, Suite 1030, Denver, 80202:

Monica Cortez-Sangster, 866-3000  
Georgia Stansbury, 866-6141  
Perry Madison, 866-3801  
Yvonne Rico, 866-4259  
Dianne Ferris, 866-5661  
Linda Estrada-Vigil, 866-4375

## April Employee of the Month: *Connie Winters*

Connie Winters is recognized for her dedication to providing exceptional customer service, which is shown by the many compliments she has received for her work. She has consistently sacrificed valuable weekend time with her family to help resolve problems and meet customer expectations. Although she has been short-handed at times, she has an exceptional ability to get problems fixed and to keep our customers satisfied.

*In a well-executed ambush, Troy Eid was able to surprise Connie with the news that she is the April Employee of the Month.*



*Clearly, Clay is despondent about having more time to engage in his favorite hobbies.*

## Happy Trails

At the end of this month our department loses a dedicated employee, Clay Powers. Clay has worked with the Information Management Commission since its creation and his efforts have had far-reaching effects across state government. For years, Clay has been the one to talk to when you need all the facts without all the window dressing. His reputation for integrity and honesty are well-known.

Aside from being knowledgeable, Clay is one of the nicest guys around. Quite a crowd turned out to wish him a fond farewell and Governor Bill Owens declared March 27, 2002 to be Clayton Powers Day.

## MARK YOUR CALENDARS FOR THE GOVERNOR'S STAR AWARDS

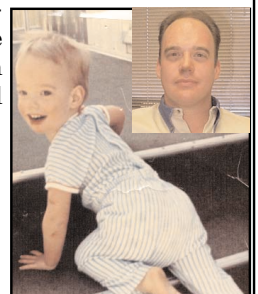
The annual STAR Awards luncheon will be held **May 8<sup>th</sup>** from 11am - 2pm at the **Adams Mark Hotel** in downtown Denver. We have received many outstanding nominations for this year's awards and everyone is encouraged to come out & support your fellow employees.

The cost of the luncheon is \$30 and reservations must be made by contacting Barb Stuart at **303-866-2491** or **barb.stuart@state.co.us**.

## WHO IS THAT ?

For the second time in a row, Diane Ferris has won the baby picture contest! She was able to guess that it was a young Michael Wallace, of Finance and Procurement, posing in his pjs. Don't let Dianne beat you to yet another prize. Guess who is the sweet little boy posing

in the picture to the left and win the April prize.





# THE UNSINKABLE CHARLES LIGHTOLLER

By Paul Farley

April 15 marks the 90<sup>th</sup> anniversary of the sinking of the *Titanic*. Most everyone has heard of the “unsinkable” Molly Brown, whose home at 1340 Pennsylvania Street in Denver has been preserved as a museum. But I recently read *The Odyssey of C.H. Lightoller* by Patrick Stenson, and discovered the far more remarkable personal story of the ship’s second officer.

Charles Herbert Lightoller was born in Lancashire, England in 1874. Both his mother and one of his sisters died before he was a year old, and his father later abandoned him and his remaining sisters to be raised by an aunt and uncle. When he was 13, he left home to begin his apprenticeship as a sailor. A year later, his ship had the tops of two masts torn off in a violent storm in the South Atlantic. They managed to limp into Rio de Janeiro, just as the city was in the midst of both a military coup and a smallpox epidemic. After makeshift repairs, they set out for Calcutta, only to have the ship dismasted again in a storm in the Indian Ocean, and wrecked on a tiny uninhabited island 3000 miles from land. Short of food and drinking spring water that tasted like “a mixture of rotten eggs and classroom chalk,” they were finally rescued after eight days.

Within a year, he returned to the Indian Ocean, where miraculously they survived passing directly through the center of a cyclone. The following year his ship was transporting coal from England to South America. In the mid-Atlantic they were caught in a terrible gale, which destroyed the lifeboats and left them with an even bigger problem – the constant jostling and jarring had created enough friction for the coal to ignite. As the fire smoldered in the hold, the crew worked feverishly for two weeks to reach shore; by the time they did, the paint was peeling off the hull and the deck had become too hot to stand on. On his next ship, he was transporting cargo and mail along the west coast of Africa. While shuttling to shore in rough surf, he was the sole survivor when the small boat he was in was swamped and pounded by the crashing waves. A few days later he came down with malaria and nearly died of a 106-degree fever.

At the ripe old age of 24, “Lights,” as he came to be called, had already survived a shipwreck, a fire, a cyclone, and nearly died from malaria. Although he quit the sea for about a year, he was drawn back to it, and in 1900 he joined the White Star Line, where he served for

over a decade without incident as an officer on some of the finest passenger steamships of the day: the *Majestic*, the *Oceanic*, and the *Titanic*.

At about 11:40 PM on the night of April 14, 1912, the *Titanic* was steaming through calm waters in the North Atlantic. Lightoller had just come off duty and was almost asleep when he felt a sudden grinding vibration. He pulled on a sweater, trousers, and coat over his pajamas and hurried out on deck. Alarms were sounding throughout the ship, and Lightoller soon took charge of the eight even-numbered lifeboats on the port side, along with two smaller canvas-sided boats.

Molly Brown, who had been reading, went up to the boat deck to see what was going on. As she walked past, Lightoller grabbed her and put her into Lifeboat 6 before lowering it to the sea. Later, he discovered that a group of men had taken over Lifeboat 2, and jumped into the boat and drove them out with his (unloaded) pistol. He then filled the boat with women and children before sending it away.

By 2:00 AM, all that were left were the two smaller canvas-sided boats, and the *Titanic*’s fate was obvious to everyone. While loading the first one, the Chief Officer ordered Lightoller to go with it. “Not damn likely,” he replied, and stepped back on deck before the boat was launched. The last boat was still lashed to the roof of the officer’s quarters and the ship was going down fast. Lightoller climbed up on the roof, cut the ropes, and pushed it onto the deck below him, still upside down. The

ship took a great lurch forward and down as the bow filled with water and the stern began to rise into the air. The boat was washed off the deck, the bridge dipped under, and the sea came rolling up in a wave towards where Lightoller was standing. He knew if he joined the crowd of people racing for the stern, he would only be postponing the inevitable, so he turned around to face the sea and dove into the wave swallowing the ship.

Sweating from his efforts over the past couple of hours, the 28-degree water felt like “a thousand knives being driven into one’s body.” He had started to swim clear when suddenly he was sucked back and pinned against a ventilation grate at the base of the forward funnel as the ship began its final plunge. The grate covered a large ventilator shaft, which went all the way down to one of the boiler rooms. As the sea rushed in and down the shaft, Lightoller struggled but could not get free, and he was taken down with the ship.

**Next month: “Icebergs & Tea Time”**

